

**ALEO South East: Autumn Forum
Wednesday 13th September 2017**

Kindly hosted by Guildford Borough Council

This meeting was kindly sponsored by AgilityEco



Attendees

Lara	Beattie	Woking Borough Council
Verena	Boxall	Runnymede Borough Council
Mark	Cooke	VCharge
Adam	Fudakowski	Switchee
Hazel	Hill	Bracknell-Forest Council (Chair)
Jon	Kimber	AgilityEco
Francesca	Lunn	Spelthorne Borough Council
Louise	Lyons	Hart District Council
Robert	Marjoram	Scottish Power
Amanda	Martin	Dover District Council
Rachael	Mills	SE ² (Secretariat)
Les	Murrell	Rushmoor Borough Council
Steve	Nottage	Elmbridge District Council
Cati	Smith	Guildford Borough Council
Stuart	Taylor	Guildford Borough Council
Jane	Windebank	Test Valley Borough Council
Evangaline	Wood	West Berkshire Council

Dialling in

Sam	Simmons	Kent County Council
Neil	Walker	Watford Borough Council
Sandra	Woodfall	Dartford Borough Council

Apologies

Justin	Bailey	Wealden District Council
Steve	Barnard	Park Homes Insulation
Matthew	Bird	Mid Sussex District Council
Penny	Brown	Havant Borough Council
Helen	Cooper	Arun District Council
Cath	Geoghegan	Arun District Council
Dan	Goodchild	West Sussex County Council
Beatrice	Hubert-Price	East Hampshire District Council
Debbie	Haynes	Oxford City Council
Marie	Jones	Hastings Borough Council
Robbie	Stevenson	SGN

All slides and videos from the meeting are available to download at
https://www.aleo.org.uk/se/meetings/index.php?i=i&event_id=20050704224011

- 1. Welcome, introductions and minutes of the last meeting.**
 - Hazel welcomed everyone and thanks Guildford Borough Council for hosting the meeting.
 - The minutes of the last meeting were approved. It was agreed that ECO LA Flex will remain a standing item on future agendas.
 - The ALEO SE bank balance at the beginning of September was £7,298.43.
- 2. National and regional updates**
 - Warm Home Fund: announcement on successful bid for round 1 of funding is expected on 31st October. The timing of this round was quite difficult due to holidays in August and so was really for 'oven ready' bids: there will be more time to plan for round 2. Kent Energy Efficiency Partnership have submitted bids in all three categories. It is understood that Action Surrey, West Sussex and East Sussex have also submitted bids.
 - National ALEO Training Day will be on 30th October at Islington Town Hall. The focus will be fuel poverty. Do attend if you can: everyone agreed they are usually very useful days.
 - Nominations for the regional and national ALEO Awards are now being sought, to be awarded at the Training Day. **RM to circulate nomination form.**
- 3. Sponsor update: Rob Marjoram, Scottish Power (see slides)**
 - Scottish Power is very keen to support LA Flex through their existing supply chain, which they are happy to introduce local authorities to. SOIs are gradually being published but the number of measures submitted are still low. Scottish Power need to deliver their whole ECO2t target by next summer so LA Flex activity needs to ramp up or the target will be met by other means.
 - More social housing measures are coming through via HHCRO. RPs have to sign declarations to confirm their homes are E, F or G rated.
 - Rob shared a number of slides showing all energy supplier progress against ECO2t targets. Across the industry CERO is 70% delivered, HHCRO 75%, HHMR (minimum requirement) 40% and PSWMR (solid wall minimum requirement) 85%.

- Recent BEIS statistics show that 2.14m measures have been installed through ECO. 4000 measures were installed in June 2017, the third lowest month ever, although Help to Heat in on the increase.
- 35% of spend has been on CWI, 24% on loft insulation and 23% on boilers. The north-west has had the highest allocation of spend (19%): the south-east are third from the bottom (9%). 89% of measures have been installed in gas-heated homes.

Comment: LAs didn't get the BEIS guidance until late which caused delays in getting SOIs sorted: many LAs are only ready just now. There were more hurdles than we anticipated.

Q1: We need a supplier to stand up and provide more funding for SWI

A1: The measures have to stack up in terms of tonnes carbon as that's how they're funded: cost effectiveness is key. Suppliers are still nervous about park homes but programmes are being rolled out.

Q2: What will the transition to 'ECO3' look like?

A2: The consultation has been delayed, but carry over has been permitted in all previous transition periods.

Q3: Are LA Flex funds ringfenced?

A3: They can be ringfenced, but only for so long. It's imperative that suppliers deliver their whole target or they are fined 10% of turnover.

4. LEAP: Jon Kimber, AgilityEco (see slides)

- AgilityEco finances low carbon projects, undertakes surveys, carries out consultancy and does project management. Their funding partners include 5 energy suppliers, including Scottish Power. They worked with Ofgem to develop and introduce Warm Home Discounts for park homes.
- LEAP was funded in its first year by Scottish Power and SSE through the Warm Homes Discount Industry Initiatives fund. It was launched in January 2016 with £500k funding.
- LEAP offers in-home services for the fuel poor and vulnerable customers and is fully-funded for partner local authorities.
- Referrals are received from a variety of routes and a home assessment booked with a trained assessor. They install easy-to-fit measures and also refer the customer on for further support (eg Income Max, landlord)
- There were 26 local authority partners in year 1 across England, along with pilots in Scotland and Wales. 2700 referrals were received in the first 6 months.
- Eligibility criteria for referrals are wider than HHCRO and so can help customers who are not eligible under ECO (although ECO is accessed too - the first park homes submission has just gone through). 86% of beneficiaries had a total household income of less than £16k and 32% were on disability benefit.
- The onboarding process with LA partners is very simple: there's a simple MoU and data sharing agreement. AgilityEco also give a full day's induction training and provide a support package which includes an online system (with guides, data capture, etc), weekly newsletters (to keep referrers in touch and engaged in the process) and marketing support.
- The programme generates about 200 visits a week, with about 90% of referrals resulting in a home visit. About 75% of those visited have easy measures fitted and about a third are referred to Income Max.
- The programme is approved by Ofgem and has recently passed an audit.
- £500k of funding for phase 1 resulted in £3m benefit to householders.
- The building blocks are now in place to significantly scale nationally. 400+ trained referrers are in the field and reporting KPIs have been agreed with partners and funders.

- This winter, Scottish Power and SSE have been joined by Flo, First Utility, the Co-Op and Utilita to provide £1.7m funding. This enable LEAP to broaden to c60 partners and generate c9000 referrals. Some partners are also paying for further referrals. It is hoped that the programme will continue in future years: the WHD legislation goes out to 2022.

Q1 What is LEAP's USP?

A1 We know how the energy companies and Ofgem work. We work with the LAs on other projects too. We have an in-home surveying business and so can make seamless referrals. We offer scale and value to LAs and housing associations, and take away the hassle of having to deal with suppliers directly.

Q2 Are your surveyors DBS checked?

A2 Yes, all LEAP and partner surveyors are DBS checked to the higher level. 5% quality checks are also carried out on surveyors as part of the scheme.

Q3 Did you have to go through procurement with your LA partners?

A3 Our current partners decided this was not necessary as it's a free service (but this wouldn't work for all LAs).

Q4 How do we get involved?

A4 There are still 1 or 2 spaces left for this year: contact Jon Kimber if you're interested. Jon can also let you know what procurement frameworks they are on. It does not have to be an exclusive arrangement (ie you can also work with other providers at the same time)

5. **Switchee: Adam Fudakowski, Switchee** (see slides and video link)

- Switchee is the first smart thermostat for social housing
- Switchee is working with Peabody in Thamesmead (East London), the largest regeneration project in London at the moment. Many homes will be knocked down, but in some cases not for 15 years. The previous owner of the social housing replace the district heating scheme with individual gas boilers and some homes are suffering from severe damp and mould problems. Peabody have ringfenced a £2m fund to tackle short term damp and mould.
- Damp, mouldy homes were categorised in three ways:
 - Low risk Received advice
 - Medium risk Received advice + Switchee
 - High risk Received advice + Switchee + Aereco ventilation
- 25 homes had Switchee fitted. The pilot was completed in May, but Switchee continues to monitor progress through the data feed.
- Switchee replaces the existing thermostat. It learns and predicts when a resident is at home and manages the heat based on actual occupancy: it automatically creates a heating profile, which it can then update depending on behaviour. It also provides insight back to the social landlord via a mobile sim, eg insulation efficiency, pre-heating season check

Q1 Could Switchee also be used in the private rented sector and HMOs

A1 Social housing has been our focus so far, but we see student accommodation as our next step (we're only 2.5 years old)

Q2 How much does it cost?

A2 The kit costs £350 and there's a £50/year fee for the data. We would help you build a business case to show how it saves your organisation money (eg in maintenance costs). The payback is about 2.5 years.

6. VCharge: Mark Cooke, Ovo (see slides and video link)

- VCharge – now owned by Ovo – is a unit that is attached to storage heaters to control when they are charged and when they release their heat, taking advantage of cheaper electricity prices through a smart tariff.
- Units are retrofitted to each storage heater in the home and the controls set to suit the householder: these can be changed remotely by Ovo if needed or the householder can use an app.
- The units can be fitted free of charge for social housing providers: Ovo get paid by National Grid for providing a demand side response service. Switching to Ovo for the energy supply is not always necessary.
- The main benefit to the customer is improved comfort because they are getting heat when they want it. This often also results in a reduction in heating costs. Ovo are working with BRE to better reflect the impact of VCharge on SAP.
- Ovo receives data back from every storage heater with a VCharge unit which can help to identify faults. Product development includes pro-active alerts and an operations dashboard.

Q1 How long does it take to install?

A1 Approximately 2 hours for a property that has 5 storage heaters. It can also link to a hot water tank so water can be heated with cheaper rate electricity.

Q2 Are residents able to amend on/off times in accordance with lifestyle changes?

A2 They can do this via a downloadable app. However most residents call the Ovo helpline who will implement changes for them.

Q3 Does the resident need to have electricity supplied by Ovo?

A3 Going forward other providers will offer smart tariffs and so switching will be possible. However, only Ovo currently offer the flexible tariff required.

Q4 Are there any charges to resident/ landlord?

A4 Currently fitted at no cost. Ovo install wi-fi to enable cloud management (except where it's prohibitively expensive).

7. ECO LA Flex: roundtable discussion

At the end of the meeting there was a short roundtable discussion about ECO LA Flex to find out where everyone was in the process. It was agreed that getting the SOIs published had taken longer than anticipated due in part to the late publication of guidance. However, these are now starting to come through. Some local authorities are collaborating with nearby neighbours to publish joint SOIs, eg Action Surrey.

Several of the Kent local authorities are piloting the LA Flexible Eligibility process having collaborated on the format and issuing of Statement Of Intents, signed data sharing agreements and made declarations (one Local Authority has also piloted delegating LA Flex to another Borough Council). This work has been undertaken by a select number of Kent Energy Efficient Partnership (KEEP) members as a trial that will enable lessons to be learnt and processes and procedures to be replicated by other Kent Authorities

8. AOB

The next meeting will be on Thursday 1st February at Guildford Borough Council